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BRITISH COLUMBIA

Business Plan 2000 / 2001

Ministry of Small Business, Tourism and Culture

April, 2000

MINISTRY OVERVIEW

Vision

"Strong healthy communities and regions with thriving small businesses and opportunities for increased participation in arts and cultural activities, sports and recreation."

Mission

The Ministry of Small Business, Tourism and Culture's mission is to support small business, tourism, arts, culture, recreation, heritage, sport, film and the Royal British Columbia Museum in order to strengthen and diversify communities and regions throughout the province.

The Ministry helps diversify the economic base of communities around the province through innovative programs that support thriving economic sectors such as film, cultural industries, tourism and entrepreneurship. Ministry activities result in direct economic benefits to the province through job creation, skill development and new investment.

Ministry programs and initiatives strengthen communities economically and culturally—and are key to British Columbia's economic and social development as the province moves into the new economy of the 21st century.

Key Values

The Ministry is committed to delivering effective services in accordance with these values: accessibility, flexibility, accountability, innovation, co-operation, professionalism, and excellence in client services.

Strategic Goals and Objectives

The Ministry of Small Business, Tourism and Culture has five goals and objectives under two main banners:

A Stronger Economy in BC

i. **Investing in Education and Training** through innovative training programs in film and the arts and culture sector, and by providing young people with small business management training to pursue entrepreneurship/self-employment.

ii. **Fueling Growth and Innovation** by encouraging investment in the new economy and providing business development information and services to stimulate growth and development of the film, cultural, tourism and small business sectors.

iii. **Building the "Green Economy"** with programs that advance provincial ecotourism and cultural heritage tourism strategies, assist small businesses to develop products and adopt practices that are environmentally sound, promote balanced resource use, and preserve the province's archaeological and heritage resources.

Families and Communities

iv. **Building Healthy Communities** by investing in opportunities for increased participation in arts, cultural, sport and recreation activities and by stimulating healthy communities through initiatives that assist small business start-up and expansion.

v. **Ensuring Access to Government Programs and Services for All British Columbians** through local Government Agent offices, and the innovative use of new technology and information services.

Organization of the Ministry

The Ministry meets its objectives through the work of five internal divisions and branches:

- Government Agents and Small Business;
- Tourism and Corporate Policy;
- Culture, Recreation, Heritage and Sport;
- BC Film Commission;
- Management Services.

The Ministry also supports the Minister's responsibilities for the following crown corporations:

- Tourism BC;
- BC Pavilion Corporation (PAVCO).

The Ministry is responsible for one special operating agency, the Royal British Columbia Museum [RBCM]. The Minister is also responsible for BC's Liquor Distribution Branch.

ENVIRONMENTAL SCAN

Planning Context

The government of British Columbia has set an agenda for fiscal 2000/01 that focuses on budget transparency; a new culture of openness, cooperation and balance; strengthening and modernizing health care; quality education; safe, affordable child care; tax cuts and consolidating the province's competitive position.

The Ministry of Small Business, Tourism and Culture will support these initiatives by providing services and programs designed to stimulate the economy, develop skills and create jobs. By doing so, the Ministry helps build healthy communities and plays a significant role in helping to generate revenues for social programs.

Economic Trends

Small business in BC has enjoyed an average annual growth rate of 6.5% in the number of small businesses between 1990 and 1998, from 220,000 to 363,000. This exceeds a national average small business growth rate of 4.1%.

Growing sectors include tourism and the film and television production sectors. Ministry programs and activities continue to focus on supporting the emerging strengths of these industries.

BC has emerged as one of three leading film and television production centres in North America. The total economic impact of the industry exceeded $2 billion in 1998, making it a significant contributor to the provincial economy.

The tourism industry in British Columbia generated $9.2 billion in economic activity in 1999. There are now more than 16,500 tourism-related businesses in the province.

Increases in tourism revenues and the numbers of visitors are expected to continue. An estimated 22.6 million overnight visitors are expected in 2000, with continued growth in the numbers of overnight trips taken in BC by travelers from the US, Asia Pacific and Europe.

Through Tourism BC, the province's year 2000 marketing activities will focus on building

momentum in key American, overseas and Canadian markets in order to achieve estimated revenues of $9.4 billion in 2000.

Employment Trends

In 1998, small businesses accounted for more than half of all private sector employment, or 949,000 jobs.

The majority of small businesses in BC (306,000 or 84.2%) are micro-businesses with fewer than five employees. A growing number of self-employed people (13,263 or 60% in 1998) and home-based businesses accounts for a significant portion of this rapid pace of growth.

Small business start-ups are growing faster in BC than in any other province (6.5% per year in BC; 4.1% national average). At 8.9%, BC also reports the highest average annual growth rate for self-employed people when compared with the Canadian average of 3.8% between 1990 and 1998. In addition, small businesses are producing a larger share of the total value of employee earnings in BC than in other provinces, amounting to 36% of BC's total employee payroll in 1998 compared with a national average of 28%.

British Columbia's film and television industry continues to experience strong employment growth. Thirty-five thousand people were employed in the film and television industry in 1999.

One in eight jobs in the provincial labour force is now tourism-related. A 1998 BC STATS study indicates that 113,000 people are directly employed in the tourism sector, not including self-employed tourism workers. A total of 235,000 British Columbians are employed in tourism-related jobs. Tourism operators today are skilled and diverse, ranging from helicopter pilots, engineers, archaeologists, business entrepreneurs, museum curators to First Nations artists. Approximately 45% of jobs that serve tourists, including the food and beverage, accommodation, visitor attractions, adventure tourism, and the recreation and travel trades, are held by people under 24 years of age.

The arts and culture sector employs 60,000 British Columbians through an expanding range of activities in the music industry, publishing and the new media sector—including hi-tech animation and web development.

Major Milestones

A Review of 1999/2000

- British Columbia's film and television production industry reached a record-breaking total of 198 productions, generating more than $1.07 billion in direct spending—an increase of 32 per cent over 1998.

- Of the total spending on film production in the province, an estimated $300 million was spent by BC-owned and controlled companies, almost double the amount they spent in 1998.

- A record 80 British Columbians were nominated for Genie (film) and Gemini (television) awards, demonstrating the depth of talent in the British Columbia film industry.

- Tourism revenues reached a new high of $9.2 billion, up 4.9 per cent over 1998, with record visitation of 22.3 million visitors.

- BC municipalities were given greater access to funds for promoting local tourism and financing new tourism facilities with the lifting of a moratorium on the optional two per cent hotel room tax.
- A three-part ecotourism and adventure travel strategy was launched, to help diversify local economies and support the growth of tourism in the province.

- A report on cultural and heritage tourism was released, outlining strategic directions for this emerging sector and identifying a huge opportunity for future growth.

- A special symposium was held with the cultural, heritage and tourism sectors to examine opportunities for arts and culture in a knowledge-based economy.

- Arts, culture and heritage organizations across the province were given access to $2.25 million in funding for millennium projects.

- British Columbia celebrated its first-ever Arts and Culture Week, with hundreds of arts and cultural events occurring around the province.

- The Leonardo da Vinci exhibit at the Royal British Columbia Museum broke all attendance records, attracting 416,000 visitors who spent $92.4 million in the province.

- OneStop Business Registration centres expanded across the province, bringing the total to 59.

- A discussion paper on BC Connects was developed, outlining the key challenges and opportunities associated with providing citizens and businesses with one-stop access to all government information, programs and services.

- A new Community Venture Capital Program was introduced, providing tax credits to stimulate investment in regional businesses engaged in economic renewal and job creation. Since the program's launch in July of 1999, approximately $4.8 million dollars was raised for investment in BC-based small businesses.

- During the year, BC venture capital corporations under the Equity Capital Program raised $21 million and invested $16 million in 40 small businesses.

- BC's Working Opportunity Fund raised $60 million and invested $46 million in small and medium-sized businesses.

- A total of 2,046 young people participated in the 1999 session of the Youth Business and Entrepreneurship Training Program (YouBET!), exceeding the target by 27 per cent.

- More than 1,600 aboriginal youth participated in Visions for the Future conferences in 14 communities around the province.

- Team BC won more medals than ever at the Canada Winter Games in Corner Brook, Newfoundland and at the Western Canada Games in Saskatchewan.

- The Vancouver Whistler 2010 Bid Corporation was formed, moving the bid process from the national to the international level. If the bid is successful, the

Vancouver/Whistler Olympic Winter Games are projected to generate a net increase in economic activity of $1.6 billion and create 25,800 person-years of employment.

Efficiency and Accountability

Transparency, efficiency and cost-effectiveness are government fiscal management priorities. The Ministry provides cost-effective delivery of hundreds of integrated government services for client ministries and agencies through 59 Government Agent offices located in communities across the province.

These one-stop centres enable the public to access a wide variety of government services in one location. Ongoing integration of programs and services through Government Agents continues to streamline government service delivery and expand public access to government services across BC.

In the future, BC Connects will establish a single window, one-stop service delivery approach that will provide citizens and businesses with instant access to information and services from all levels of government by integrating traditional personal and phone service delivery with electronic service delivery.

The Ministry's legislative and programming efforts to streamline government regulations and procedures will continue to achieve new efficiencies for businesses in British Columbia.

Information on the successes and growth of the various sectors and programs described in this plan will be outlined in the Ministry's Annual Report.

DIVISIONAL PRIORITIES IN 2000/2001

Government Agents and Small Business Division

The Government Agents and Small Business Division delivers a wide range of services to the public and small businesses in communities throughout British Columbia. The Division has two broad functions:

- To provide services, programs and information that support job creation through small business development, including championing small business issues and concerns within government.
- To provide British Columbians with efficient one-stop access to hundreds of integrated government services delivered through 59 Government Agent offices for provincial ministries, agencies and organizations.

Three branches deliver the division's programs: 1) Small Business; 2) Business Equity; and 3) Government Agents.

Resources
FTEs: 307
$23.348 million

SMALL BUSINESS BRANCH

- Increase access to business information and services by continuing with the regionalization of the Canada/ BC Business Service Centre (C/BCBSC) and through increased utilization of Government Agents and other points of service across the province;
- Enhance youth entrepreneurship by delivering entrepreneurship training programs such as Visions for the Future conferences for aboriginal youth, and by delivering the Youth Business and Entrepreneurship Training (YouBET!) program in communities across the province;
- Reduce government red tape by continuing with measures to reduce the regulatory burden of small businesses, expanding the scope and availability of *OneStop* Business Registration and introducing new electronic service delivery initiatives;
- Improve the delivery of business support programs by forging strategic alliances with other levels of government and the private sector and adding new services targeted to specific business groups.

Performance Measures

1. Open new *OneStop Business Registration* locations, integrate municipal business licences into *OneStop* and pilot a single business number project for business identification when dealing with government.
2. Expand access to C/BCBSC services through additional *Regional Access and Community Help* (REACH) sites across the province.
3. Maintain and improve the quality, relevance and accessibility of information and services provided to small businesses through the C/BCBSC.

4. Deliver *Visions for the Future* in BC communities for aboriginal youth, and develop sector-specific business development workshops (e.g. Eco-tourism).

5. Deliver the *Youth Business and Entrepreneurship Training* (YouBET!) program.

6. Increase customer use and customer satisfaction levels with small business services and programs such as *OneStop Business Registration* and the C/BCBSC.

7. Increase the number of strategic alliances with other levels of government and the private sector to enhance services targeted to small businesses.

BUSINESS EQUITY BRANCH

- Address access to the capital concerns of small business by stimulating private sector investment into BC businesses;

- Register new venture capital corporations under the Equity Capital Program and the Community Venture Capital Program;

- Authorize venture capital corporations to raise equity capital and issue tax credits to their investors;

- Approve investments by venture capital corporations in small businesses;

- Authorize the Working Opportunity Fund to raise investment capital and issue tax credits to existing and new shareholders;

- Approve investments by the Working Opportunity Fund in small and medium-sized businesses;

- Register new companies under the Employee Share Ownership Program, authorize the raising of capital from employee investors and issue tax credits under the Employee Share Ownership Program;

- Broaden the knowledge base among business, professional and academic communities on the advantages of employee ownership and participatory management through seminars and professional accreditation courses.

Performance Measures

1. Venture Capital Corporations will raise a projected $27 million and $8 million in tax credits will be issued to 1,200 investors under the Equity Capital Program.

2. Venture Capital Corporations will provide an estimated $18 million in investment capital for 40 to 45 small businesses.

3. Community Venture Capital Corporations will raise up to $6 million and up to $2 million in tax credits will be issued to investors under the Community Venture Capital Program.

4. Community Venture Capital Corporations will invest approximately $5 million in 15 to 20 regional small businesses.

5. Up to $60 million will be raised by the Working Opportunity Fund and tax credits of up to $9 million will be issued to 12,000 shareholders.

6. Investments will be made by the Working Opportunity Fund of up to $32 million in 45 small- and medium-sized businesses.

7. Up to $1.5 million will be raised from employee investors and up to $300,000 in tax credits will be issued under the Employee Share Ownership Program.

GOVERNMENT AGENTS BRANCH

- Continue to provide over 1.5 million people in communities across British Columbia with one-stop access to hundreds of integrated government services and programs;

- Process transactions, collect provincial government revenues and handle customer enquires for client ministries and agencies;

- Improve delivery of Government Agent services and reduce operating costs through office reconfigurations and relocations, optimizing new technologies and by expanding on-line service delivery;

- Provide responsive and high quality customer service by monitoring service quality standards in all Government Agent offices and by offering a broader scope of value-added services to the public;

- Generate increased revenues through cost-recovery and new partnership opportunities;

- Promote Government Agent services by increasing awareness of one-stop integrated service delivery among client ministries, other levels of government and the public;

- Expand the scope of one-stop integrated service delivery in communities across the province by identifying and pursuing service delivery opportunities with all levels of government and the private sector.

Performance Measures

1. Process 2.5 million revenue transactions.

2. Collect an estimated $1.2 billion in provincial government revenues.

3. Handle 1.2 million customer enquiries for client ministries.

4. Achieve an overall customer satisfaction rating of 95% or better.

5. Implement new and expanded public and private sector service delivery partnerships.

6. Improve service delivery, co-location and increased integration of government services through pilots to provide efficiency gains and cost savings.

Tourism and Corporate Policy Division

The Tourism and Corporate Policy Division provides leadership, coordination and assistance to the Ministry in areas of tourism policy and land use planning, corporate policy and legislation, and strategic and business planning.

These functions are accomplished by the Division's three branches:

1) Tourism Policy and Land Use; 2) Archaeology; and 3) Corporate Policy and Planning.

Resources

Tourism & Corp. Policy	**Archaeology**
FTEs: 16.5	**FTEs: 19.0**
$3.008 million	**$1.408 million**

TOURISM POLICY & LAND USE BRANCH

- Conduct strategic policy analysis on issues that affect tourism, such as development of transportation and other infrastructure, taxation and regulatory policies, and policies underlying specific resource-related activities (e.g. forestry);

- Work with Tourism BC, tourism stakeholders and other government ministries to develop a tourism development and growth strategy for the province;

- Support the growth of ecotourism & cultural tourism by participating in key land and resource planning and provincial policy and project development;

- Implement the provincial ecotourism strategy by: conducting Tourism Opportunity Studies; establishing Gateway Communities; and, working with industry to develop "Best Practices";

- Provide support to the BC Asset and Land Corporation and the Ministry of Environment, Lands and Parks to facilitate approvals for Commercial Recreation tenures;

- Develop, disseminate and promote new information emphasizing the role and importance of tourism as a core provincial economic activity;

- Coordinate provincial support to the Vancouver-Whistler Bid Corporation as it prepares for the International Olympic bid in 2003 for the Vancouver-Whistler 2010 Winter Olympics;

- Provide tourism input and represent tourism interests in:
  - the Land & Resource Management Planning processes;
  - treaty negotiations and aboriginal policy initiatives;
  - the environmental assessment review process;
  - Land Use Planning implementation committees in the Kootenays, Cariboo and Vancouver Island;
  - inter-agency committees developing tourism related policy (e.g. angling guide classified stream review);

- Work with other ministries and communities to encourage community-based projects for rural tourism development.

Performance Measures

1. Representation of tourism interests in government legislation, policies and projects affecting tourism development such as: environmental assessment, commercial recreation, community development, forestry, provincial sport fishing, business taxation and regulation and treaty negotiations.

2. Completion of a strategic provincial tourism development policy including finishing:
   - o up to six Tourism Opportunity Studies;
   - o up to three Gateway Community Business Plans;
   - o up to two Best Practices product components to be identified.

3. Recommendations to the Lillooet, Okanagan and Central Coast LRMPS to ensure lands and resources are managed to maintain tourism values.

4. Establishment of a government-wide secretariat to coordinate provincial government involvement and support the Whistler 2010 Bid Corporation.

ARCHAEOLOGY BRANCH

- Administer the archaeological permit system to regulate activities on protected archaeological sites;

- Provide archaeological resource management direction on projects regulated by the *Environmental Assessment Act*, to provincial integrated land use planning processes, and to small-scale developments referred from other government agencies or by the public;

- Work with the Ministry of Forests to streamline archaeological resource management procedures affecting forestry resources;

- Provide heritage resource management information and expertise to provincial treaty negotiations;

- Develop intranet access to the Provincial Heritage Register to enhance provincially integrated resource management and planning.

Performance Measures

1. Archaeological permit procedures are maintained within established parameters.

2. Archaeological resource management direction is provided to provincial integrated development, planning and assessment processes within established timeframes.

3. The provincial Heritage Register is maintained.

4. Legal descriptions for private properties containing known archaeological sites are researched and documented.

5. An assessment of the most efficient and effective mechanism(s) to notify private property owners of the presence of known archaeological sites is initiated and implementation is commenced.

CORPORATE POLICY AND PLANNING BRANCH

- Manage the Ministry's legislation process and assist its Divisions in the development of legislation and with the Order-in-Council process;

- Manage and support Legislative Sessions including Estimates;
- Develop Ministry strategic and business plans, review Ministry mandates and performance measures;
- Lead in the development of special projects as required and assist divisions with policy development.

Performance Measures

1. Completion of ministry strategic plan and business plan.

2. Successful management of the Ministry's legislative process.

Culture, Recreation, Heritage and Sport Division

The Ministry's Culture, Recreation, Heritage and Sport Division manages government programs that support the arts and culture, heritage, recreation and sport. The Division provides government with its knowledge base in these areas and operational support for the BC Heritage Trust and the BC Arts Council.

The division also has legislative responsibilities flowing from the *Heritage Conservation Act*, the *Arts Council Act*, the *Cultural Foundation Act* and the *Recreation Facilities Act*.

The Division acknowledges the support of the volunteer sector in bringing programs to communities and people across British Columbia.

The three branches of the division are: 1) Cultural Services; 2) Sport and Community Development; and 3) Heritage.

Resources
FTEs: 90
$31.941 million

CULTURAL SERVICES BRANCH

- Provide policy, program and administrative support to the British Columbia Arts Council;
- Provide financial support to cultural industries;
- Undertake a review of the education market and develop further opportunities for artists within the school system;
- Analyze recommendations of the report on *The Labour of Art: A report on the working conditions and environment for BC Artists;*
- With the assistance of industry, develop a provincial film strategy that includes regional film development and defines government's role in industry development;
- Collaborate with the British Columbia Arts Council and with private sector partners to deliver program support for artists-in-education, organizational development, arts touring and aboriginal arts development;
- Develop and implement strategies to support the cultural community;
- Together with Tourism Policy and Tourism BC, develop and implement provincial cultural tourism projects;
- Provide funding for British Columbia Film, a non-profit organization that makes financial assistance available to BC filmmakers;
- Identify means to increase public awareness of the importance of the arts;
- Manage a process for evaluating and making recommendations with respect to film studio proposals;
- Undertake a two-year review of the Film Incentive BC and the Production Services Tax Credit programs.

Performance Measures

1. Support more than 300 individuals and 500 arts and cultural organizations through the provision of a projected $11.7 million in awards and contributions.

2. Support BC's cultural achievements by providing a projected $3.5 million in industry awards and contributions.

3. Highlight arts and culture through the British Columbia Arts Council to enhance public awareness.

4. Develop implementation plan for recommendations from *The Labour of Art: A report on the working conditions and environment for BC Artists.*

5. Support a competitive, financially viable film industry in BC by providing the policy and program support necessary to continue growth from the current $1 billion production level.

6. Identify financing options for the cultural industries sector.

SPORT AND COMMUNITY DEVELOPMENT BRANCH

- Assist community development through funding support to organizations and individuals;

- Provide monitoring and grant administration for projects approved under the Canada-British Columbia Infrastructure program;

- Review funding requests and provide awards through the In-Province Travel program to assist school groups and youth sports teams with travel costs within BC;

- Administer BC 2000 Community Spirit contribution agreements and the Millennium Arts & Culture Fund on behalf of the Ministry of Advanced Education, Training and Technology;

- Provide funding support to over 62 provincial sport organizations through a Contribution Agreement with Sport BC;

- Address social policy issues such as harassment, physical inactivity and violence through targeted recreation and sport initiatives;

- Provide recognition and support for athletes representing BC in major multi-sport games (such as the Canada Games) through the Team BC program;

- Assist in the development of the PacificSport Group of regional and national training centres;

- Provide support for the development of the 2010 Vancouver-Whistler Winter Olympic and Paralympic Games bid;

- Support the enhancement of regional employment in coaching and facilitate local participation through the Regional Delivery program;

- Manage the delivery of Sport Science and Medicine programs , the Premier's Sport Awards program, the National Coaching Certification program, Fair Play, the Ministry of Education's External Credit program and other leadership programs;

Performance Measures

1. Assist up to 19 communities to provide volunteer and employment opportunities through the implementation of infrastructure related grants.
2. Enable approximately 65,000 youth to travel and compete in events outside their home communities.

3. Provide approximately $4 million in the Block Contribution program to support direct member services to 62 registered members and over 250,000 single event (e.g. a level 1 coaching clinic) participants of provincial recreation and sport organizations.

4. Provide financial support to more than 900 high performance athletes.

5. In cooperation with the recreation and sport community, develop tools to address the growing incidence of violence in sport.

6. Improve the community's capacity to deal effectively with violence in sport when it occurs.

7. Administer up to $8 million in contribution agreements with communities under the Community Spirit program and $750,000 in grants to the arts and heritage communities under the Millennium Arts and Heritage Grant program.

HERITAGE BRANCH

- Manage and market the network of provincial heritage sites;

- Implement public program guidelines to assist development of heritage site interpretation, visitor services and special events;

- Update public information for the Heritage Branch and Heritage Trust Websites and develop other heritage promotion products;

- Develop policy on management of Heritage Properties strategic direction;

- Provide policy, financial, program development and management services to the Heritage Trust, and staff support to Trust Board members and committees;

- Provide monitoring and grant administration for up to 100 Trust and other projects;

- Provide advice and information to clients on legislation and conservation practices to enable effective community heritage management;

- Exercise regulatory authority under the Heritage Conservation Act as required regarding the protection and alteration of designated heritage sites;

- Assist communities in the development of heritage strategies, plans, or in the implementation of community heritage commissions;

- Pursue new initiatives with the Real Estate Foundation (possible joint initiative to do a training program for building inspectors on the Heritage Supplement to the BC Building Code) and UBCM (establish liaison with newly created Arts and Culture Committee);

- Advise the Minister as required toward resolution of provincial heritage conservation issues.

Performance Measures

1. Host over 300,000 visitors at 13 developed provincial heritage sites.

2. Generate over $2.5 million in on-site gross revenue.
3. Receive $800,000 in gate revenues.

4. Create 320 jobs through contractors and permittee hiring and generate support of 140 volunteers.

5. Teach the history of BC's heritage to 27,000 students through interpretive and interactive programs.

6. Receive 5 million "hits" on Branch or Heritage Trust sponsored web sites.

7. Provide up to $750,000 in grant funding for up to 100 Heritage Trust and other projects.

8. Support the Heritage Trust Board in up to five meetings and related work in six committees.

BC Film Commission

The BC Film Commission markets the services of BC production, post-production and ancillary service companies to the international film and television industry. By capitalizing on the existence of BC's varied geography and well-trained crews, as well as economic incentives created by a favorable US exchange rate, the Commission has been successful in attracting film and television businesses to the province in record numbers the past five years. The commission has four main areas of operation: international marketing, production and location services, information sources and community relations.

Resources
FTEs: 10
$1.361 million

Strategic Activities

- Promote BC as a preferred location at national and international trade events;
- Promote regional growth in the film and television sector.
- Enhance BC's position within the global communications industry as a preferred location for film and television production;
- Implement a community relations strategy that serves to manage locations in a manner mutually beneficial to the public, private interests and the production industry;

Performance Measures

1. Increase the value of total production spending in British Columbia by 15% over the previous year.

2. Increase the number of productions taking place in the regions by 10% through the implementation of the Regional Tax Credit and working with the Regional Film Commissions Associations of BC.

Management Services Division

The Management Services Division provides the Ministry and its agencies with administrative and support services. The Finance and Administration Branch provides administrative services and ensures the Ministry is financially account-able for its programs and operations. Human resources and payroll services are delivered in partnership with the Ministry of Transportation and Highways. Technical and information systems services are provided by the Information Systems Branch.

The Information and Privacy Office safeguards personal information in the Ministry and responds to requests for information under the *Freedom of Information and Protection of Privacy Act.*

Resources
FTEs: 56.5
$6.557 million

Strategic Activities

- Provide information technology services to facilitate delivery of the Ministry's business objectives;
- Establish a human resources environment which supports the development of a productive, motivated and diverse workforce;
- Provide financial services and a fiscal framework in compliance with the *Financial Administrative Act;*
- Release information and safeguard privacy in compliance with the *Freedom of Information and Privacy Act.*

INFORMATION SYSTEMS

- Sustain operations of the Ministry's information management infrastructure; maintain seamless day-to-day operations in a ministry increasingly dependent on information management;
- Enhance security of ministry data, services and information through diligent application of policies, practices and security tools;
- Provide strategic and technical services for planning, designing and implementing electronic service delivery and e-commerce initiatives;
- Support the development of new information technology and information management projects, such as OneStop Business Registration and Heritage Properties point-of-sale systems through the orderly application of established business practices;
- Provide training to IT professionals and end-users to take best advantage of investments in information technology.

HUMAN RESOURCES

- Continue with the Memorandum of Agreement for human resources services with the Ministry of Transportation and Highways;
- Provide timely recruitment, selection and job classification services; enhance training and health/safety to address ergonomics issues

and provide cost effective staff development opportunities;

- Lead the Ministry's efforts to support corporate outreach, recruitment and employment equity initiatives to improve representation of equity groups and youth in the Ministry's workforce.

FINANCE AND ADMINISTRATION

- Direct the Ministry's financial and administrative functions;
- Complete implementation of the new Oracle-based Central Accounting System;
- Improve the quality of the Ministry's financial reporting as an extension of the branch's committee work on improving Oracle financial reporting;
- Begin the initial requirements and design of a project leading to the development of a new Revenue Management System;
- Implement applicable best practices arising from the Government's benchmarking project;
- Finalize the Ministry's three-year internal audit plan;
- Maintain emphasis on staff, building, document and asset security;
- Complete the redesign of processes and spending authority notices and cards due to capitalization and the redesign of the government's account code structure;
- Prepare a plan to increase the employee suggestion award program activity.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

- Respond to an estimated 80 formal requests under the *Freedom of Information and Protection of Privacy Act* and reply to approximately 250 informal requests for information and consultations from other public bodies;
- Facilitate public access to Ministry information through the routine release of records;
- Advise and train Ministry staff and the staff of related organizations in the areas of information rights, privacy policies and practices, and records management;
- Participate in cross-government initiatives to develop information policies and privacy impact assessments and to implement request tracking systems.

Performance Measures

1. Evaluation from central agencies (Office of the Comptroller General, PSERC, ITSD, etc.) on the adequacy and integrity of control systems.
2. Client satisfaction with service levels (including the public, the Minister's office, Ministry line divisions, Special Operating Agencies and Crown corporations, which interact with the Division).
3. Quality of support to the Deputy Minister's office on corporate initiatives.
4. Completing projects and producing deliverables on a timely basis.

Royal British Columbia Museum (RBCM)

The RBCM's mission is to provide the public with programs and objective information about the cultural and natural environment of BC, past and present, in a relevant, accessible, consultative and entrepreneurial style. The Museum houses a collection of more than 10 million objects valued at $600 million.

The Museum is a Special Operating Agency (SOA) of the Ministry of Small Business, Tourism and Culture. This designation allows the Museum to operate at increased arm's length from government and permits greater flexibility in the management of its financial affairs and revenue generation, and enhanced financial performance and program delivery. Treasury Board has delegated authorities directly to the Museum Chief Executive Offices and a 15-member Advisory Board. Board members are appointed by the Minister to represent Museum stakeholders across the province. The Board provides the public perspective to advise and guide the Museum in the development of its programs and activities.

The RBCM has a detailed annual and five-year plan available on request.

Resources
FTEs: 110
$10.963 million
$5.500 million in revenues

Strategic Activities

- Initiate the Living Landscapes project in the Northern and Central BC region, while maintaining previous regions;
- Redevelop the First Peoples Gallery;
- Open exhibits and programs for the blockbuster *Circus Magicus*;
- Tour the *Out of the Mist* exhibit to international venues;
- Increase revenue from the National Geographic Theatre;
- Engage sponsors, donors, and members in a series of events;
- Achieve total revenue of $5.5 million.

Performance Measures

1. The Living Landscapes projects initiated in the Northern and Central BC regions.
2. First Peoples Gallery redeveloped.
3. *Circus Magicus* opened.
4. 3 venues confirmed for *Out of the Mist.*
5. Revenues increased from the National Geographic Theatre.
6. Number of events hosted.
7. Revenue of $5.5 million achieved.

CONTACT NUMBERS & WEB SITES

GOVERNMENT AGENTS AND SMALL BUSINESS INFORMATION

Government Agent Services.....250 356 2038
Canada/BC Business Service Centre.....1-800 667 2272
Employee Share Ownership Plan.....1-800 665 5457
Equity Capital Program.....1-800 665 6597
Government Agents Branch Site.....www.governmentagents.sb.gov.bc.ca
Canada/BC Business Service Centre.....www.sb.gov.bc.ca

This site provides public access to business planning tools, small business workshops and an array of useful links. An on-line help desk is also available.

Small Business publications and info.....www.gov.bc.ca/sbtc
OneStop Business Registration.....www.tbc.gov.bc.ca/gasbc/osbr
Employee Share Ownership Program.....www.beb.sb.gov.bc.ca
Equity Capital Program.....www.beb.sb.gov.bc.ca

This site provides access to program guidelines, legislation and affiliated organizations.

Working Opportunity Fund.....www.wofund.com
YOUBET!Site.....www.youth.gov.bc.ca/programs/youbet.asp

This site provides program and location information about The Youth Business & Entrepreneurship Training (YOUBET!) program, an initiative that offers young people in British Columbia an opportunity to learn about business and co-operatives. A series of workshops is available to provide youth with opportunities to see first hand what it takes to be in business, and to learn what resources are available in the community. Visit this site for the locations of YOUBET! workshops across the province.

BC CULTURAL INFORMATION

Cultural Site.....www.tbc.gov.ca/culture/culturehome.html
Heritage Branch/ BC Heritage Trust.....www.heritage.gov.bc.ca

ROYAL BRITISH COLUMBIA MUSEUM

General Information.....1-888 447 7977
Museum Site.....www.royalbcmuseum.bc.ca

This site provides public access to information about the Museum's programs and print materials, research and collections, news about current and upcoming events and activities and a comprehensive overview of the Museum's programs and services.

TOURISM BRITISH COLUMBIA

Super, Natural British Columbia Reservations and information 1-800 663 6000
Tourism Site .....www.tbc.gov.bc.ca/tourism/tourismhome.html

This site provides interactive tourist information for individual regions of BC in addition to information on BC Tourism Guides, contact addresses, phone numbers and general traveler information (including BC Ferries schedules and regional weather forecasts).

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